

Complaining on Behalf of Someone Else

Please note that Cornbrook Medical Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission. A note signed by the person concerned will be required unless they are incapable of doing this.

Complaining to other authorities

If you feel you cannot raise your complaint with us or are dissatisfied with our response, you can contact the following

NHS England
PO BOX 16738
B97 9PT
england.contactus@nhs.net
0300 311 2233

MCCG Central
Parkway 3
M14 7LU
Mhcc.engagement@nhs.net
0161 213 1750

Healthwatch Independent Advocacy
Canada House
M1 5FW
info@healthwatchmanchester.co.uk
0161 228 1344

Contacting the Care Quality Commission

If you have a genuine concern about a staff member of regulated activity carried out by this practice then can contact the CQC on 03000 616161 or visit www.cqc.org.uk

Advocacy Service for NHS Complaints

This is a national service that supports people who want to make a complaint about their NHS care or treatment.

Please visit www.pohwer.net/our-services/nhs-complaints-advocacy

Ombudsman

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group (CCG) or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman

Ombudsman's Complaints Helpline
0345 015 4033
www.ombudsman.org.uk



Working together to provide
warm, personalised care

Patient Complaint & Comments Leaflet

Let the practice know your views

0161 872 8129

<https://www.boundarymedicalpractice.co.uk/>
CMCCG.cornbrookmedicalpractice@nhs.net

Partners

Dr James

Dr Randall

Dr Goggins

Dr Littler

Let the Practice Know Your Views

Cornbrook Medical Practice is always looking for ways to improve our services. To do this effectively the practice needs to know what you think about the services you receive. Only by listening to you can the practice continue to and improve upon our services.

Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints. Our complaints systems meets national criteria.

If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

If the incident you wish to complain about happened in hospital, it is best to speak to Patient Advice and Liaison Service (PALS). You will be able to find out their details from the hospital.

How to Complain

In the first instance please discuss with the staff member concerned. If the issue cannot be resolved at this stage please contact the Practice Manager (Jermaine Chappell) who will try to resolve the issue. If your issue cannot be resolved, please let us know as soon as possible.

Complaints must be made in writing within 12 months of the incident. You will receive acknowledgement of this within 3 working days. We will arrange to contact you to discuss the complaint and to agree how this will be investigated and the timescale.

The practice aims to

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned
- Make sure you received an apology, where appropriate
- Identify what the practice can do to make sure this does not happen again

Thank you very much for your feedback. It is valued and helps us improve the care and services we can offer at Cornbrook Medical Practice.

Cornbrook

Medical Practice

63 Booth Street West
Manchester
M15 6PR

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